



Product Support Notice

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Original publication date: 19-Nov-15. This is Issue #05, published date: 08-May-18. Severity/risk level Medium Urgency When convenient

Name of problem CM patches required to support Partner Cloud Powered by Avaya xCaaS releases.

Products affected

Avaya Aura® Communication Manager (CM), Release 6.3.111.0 for xCaaS Release 1.3.1

Avaya Aura® Communication Manager (CM), Release 7.0.1.1.0 for xCaaS Release 1.3.2

Avaya Aura® Communication Manager (CM), Release 7.1.0.0.0 for xCaaS Release 2.0.1

Avaya Aura® Communication Manager (CM), Release 7.1.3.0.0 for xCaaS Release 2.1

Problem description

The following CM patches are required to support the specified xCaaS releases.

CM patch 24570 for Partner Cloud Powered by Avaya xCaaS Release 2.1 deployments.

CM patch 24041 for xCaaS 2.0.1 must be used for all UCaaS and CCaaS (xCaaS) Release 2.0.1 deployments.

NOTE: Patch 24041 restarts the System Management Interface (SMI) so it must be activated and deactivated via the Command Line Interface (CLI bash) only and not the SMI. If it is activated/deactivated from the SMI the activation/deactivation will remain in an activating/deactivating state and not complete.

CM patch 23345 for xCaaS 1.3.2.1 (Service Pack 1) must be used for all UCaaS and CCaaS (xCaaS) Release 1.3.2 deployments.

CM patch 22540 must be used for all UCaaS and CCaaS (xCaaS) Release 1.3.1 deployments.

Resolution

CM patch 24570 for Partner Cloud Powered by Avaya xCaaS Release 2.1 includes CM 7.1.3.0.0 plus the following additional fixes:

1. Keyword 21015: Session Manager intermittently is not responding with an ACK to a SIP 200 OK message when users dial into their OfficeLinux mailbox.

[Release Notes for Avaya Aura® 7.1.x.x](#)

NOTE: Patch 24041 restarts the System Management Interface (SMI) so it must be activated and deactivated via the Command Line Interface (CLI bash) only and not the SMI. If it is activated/deactivated from the SMI the activation/deactivation will remain in an activating/deactivating state and not complete.

CM patch 24041 for xCaaS 2.0.1 includes CM 7.1.0.0.0 plus the following additional fixes:

1. Keyword 15210: CM coredump files are incomplete or corrupted.
2. Keyword 15575: Third party make calls fail due to ISG table entries exhaustion.
3. Keyword 16064: CTI redirected event messages are not generated correctly.
4. Keyword 16154: ISG table entries exhaustion due to Agent login INVITE FNU.
5. Keyword 16645: Corruption in Cid_tbl.
6. Keyword 16774: SMI web pages might become inaccessible.
7. Keyword 16861: Cannot add an announcement greater than 999.

[Release Notes for Avaya Aura® 7.1.x.x](#)

CM patch 23345 for xCaaS 1.3.2.1 Service Pack 1 includes CM 7.0.1.1.0 plus the following additional fixes:

2. Keyword 12313: An Avaya Aura® Media Server might have gone out of service after CM performed a warm interchange or warm restart.
3. Keyword 12435: In rare network anomaly situations an Avaya Aura® Media Server might have gone out of service and had to be manually recovered.
4. Keyword 12514: In rare instances, if multiple Avaya Aura® Media Servers were being used with duplicated CM servers and channel recovery was attempted while a CM interchange was performed due to a network outage, the interchange might have escalated to a system reset.
5. Keyword 12563: In rare network anomaly situations that caused a CM warm interchange in a duplicated server configuration, media servers could have been taken out of service and not recovered until all existing calls completed.

CM patch 22540 for xCaaS release 1.3.1 includes CM 6.3.111.0 plus the following additional fixes:

1. Keyword 8253: On rare occasions, in a SIP configuration, a system interchange would fail and lead to a system reload.
2. Keyword 8146: On rare occasions, a CM signaling connection would reset. This would occur sometimes when CM received a non-success SIP response to a proxied shortcut INVITE.
3. Keyword 8247: No talk path occurred when a direct media call was auto-answered by an agent administered with auto-answer ACD and logged in on a SIPCC station that was not administered as auto-answer.
4. Keyword 6911: Held calls which were delivered through a VDN with VOA announcement to a SIPCC station could not be taken off hold.
5. Keyword 7049: CM performed a warm reset when the SIP message transaction count went beyond 10,000.

[Release Notes for CM 6.3.111.0 \(Service Pack 111\)](#)

Note: Configurations running CM 6.3.xx.x (load 124.0) must upgrade to CM 6.3.100.0 (load 141.0) prior to activating patch 22540.

Workaround or alternative remediation

n/a

Remarks

n/a

Patch Notes

The information in this section concerns the patch, if any, recommended in the Resolution above.

Backup before applying the patch

Always

Download

Patches 22540, 23345, 24041 and 24570 are available from PLDS and linked from "support.avaya.com".

Patch install instructions

Service-interrupting?

Patch activation instructions are available in the respective Implementing Avaya Aura Communication Manager document on "support.avaya.com". CM Service Pack/patch activation is service impacting on non-duplicated servers, and on all servers running CM 5.2 and lower releases. For duplicated servers running CM 5.2.1 and higher releases, SPs/patches can be activated in a connection preserving manner. Refer to PSN002589 for more information.

No

Verification

Patch activation instructions include verification instructions.

Failure

Contact Technical Support.

Patch uninstall instructions

Patch activation instructions include deactivation instructions.

Security Notes

The information in this section concerns the security risk, if any, represented by the topic of this PSN.

Security risks

n/a

Avaya Security Vulnerability Classification

Not Susceptible

Mitigation

n/a

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